Open Text Fax Appliance, FaxPress and A10x Edition

Network Fax Appliance Offers Instant ROI, From Small Offices and Workgroups to Enterprise-level Applications

Overview

Any organization still relying on a stand-alone fax machine is all too familiar with the frustrations of manual faxing: the failed transmission attempts, the line busy signals, the time spent waiting for faxes to send…and resend.

Add to that the time spent waiting by the fax machine for the arrival of important or confidential faxes, the time spent troubleshooting paper jams, the time spent apologizing to customers for misplaced faxes, and the labor-intensive, error-filled manual faxing process soon reveals itself to be more than just an inconvenience. Compromised customer service, inefficiency, lost productivity—manual faxing ultimately amounts to a huge waste of time, money, and resources.

The Network Fax Solution

The OpenText Fax Appliance product family includes two editions - FaxPress Edition offers organizations every possible computer-based, network fax option: desktop PC faxing, production faxing, fax and email integration, as well as tools for developing custom fax applications while A102/A104 are designed as a simple to deploy, simple to maintain, and simple to use appliance which addresses basic faxing needs. OpenText is the only vendor offering a complete range of fax solutions including appliances, servers, and fax gateways.

Save Time, Save Money

Regardless of which OpenText Fax Appliance you choose: A102/A104, Desktop, Premier, or Redundant, you can expect reduced communication costs, accelerated processing time, and more streamlined, higher quality communication. Offering straightforward integration with virtually all computing applications, messaging environments and telephony interfaces, OpenText Fax Appliance provides network fax solutions tailored to meet the needs of any organization, whether it's a small business or large enterprise with thousands of users.

An Integrated Fax Solution

OpenText provides an economical way for companies to integrate fax into desktop, email and back-end applications means Fax Appliance comes with all the necessary hardware and software and does not require per user licenses. That's why network administrators find Fax Appliance an easy-to-install and easy-to-manage server appliance that saves your company time and money.

Expandable Product Line

Designed as a departmental or workgroup fax server, Fax Appliance offers a scalable fax solution ranging from an entry-level analog unit to a high-end digital unit. And since most OpenText Fax Appliance servers can work together on the same network, additional units can be added to the network at any time to handle increased fax demand.

If you can Print It, You Can Fax It

Faxing from any application is as easy as printing when you use the OpenText Fax Appliance print driver. Attach documents in their native format and Fax Appliance will automatically convert them to fax format. The Fax Accumulate functions acts like a virtual envelope, allowing users to easily send a variety of documents as one single fax message.

Benefits of OpenText Fax Appliance, FaxPress Edition

OpenText Fax Appliance, FaxPress Edition represents an advanced, state-of-the-art approach to network faxing.

- **Analog and Digital Environments:** OpenText Fax Appliance, Desktop Edition offers up to 4 analog lines per unit in a desktop chassis; OpenText Fax Appliance, Premier Edition offers up to 16 analog lines per unit in a rack mount chassis; and OpenText Fax Appliance, Redundant Edition provides up to 60 fax channels across 2 T-1 lines.
- **Redundancy Kits:** Guard against common hardware failure points including power supply
- **Microsoft Windows Embedded Operating System**
- **Embedded Email Gateways:** Send and receive faxes direction from the email client; no additional PC required
- **Integrated File Storage:** Internal hard disk stores system and fax job files
- **Microsoft Office Integration:** Send faxes directly from Microsoft Office documents using the 'Send To' menu option
- **Secure Web Browser Interface:** Use an internet browser to perform fax functions remotely
- **Automated Production Faxing:** Supports easy deployment of automated production faxing in almost any environment
- **Microsoft Active Directory Integration:** Manage Active Directory users and Fax Appliance users from a central location
- **Fax Reporting:** Generate a variety of standard or customized reports for system and individual users
- **Load Sharing:** Efficient distribution of inbound and outbound faxes across all available channels allows multiple Fax Appliance servers to be used concurrently
- **Embedded Fax Archive:** Eliminate the need to keep copies of faxed documents with the database and archiving service
- **Efficient Document Delivery:** Fax forwarding, internal document routing and carbon copy capabilities

Integration with PBX Systems

OpenText Fax Appliance, FaxPress Edition integrates with popular PBX systems including 3COM, Cisco, NEF, and Toshiba. For a complete list of compatible PBD systems, please visit our website at http://faxsolutions.opentext.com/fax-appliance-pbx.aspx.

Software Developers Kit

OpenText provides an easy-to-use Software Developer Kit (SDK) for developers who want to incorporate fax capabilities into custom applications such as production faxing, broadcasting and e-commerce.

Fax Appliance Comparison

	A10x	Desktop Edition	FaxPress Premier	FaxPress Enterprise
Typical Customer Size	10-100 users	20-500 users	100+ users	100+ users
Daily Fax Pages	25-1,000	25-2,000	250 – 7,500	250-20,000
Environment	Web Client; Windows Print Driver	Web & Windows Client; Windows Print Driver	Web & Windows Client; Windows Print Driver	Web & Windows Client; Windows Print Driver
Needs	Fax Consolidation; Cost Avoidance; Compliance	Fax Consolidation; Cost Avoidance; Compliance; Advanced Routing, MFP Integration; Least Cost Routing;	Fax Consolidation; Cost Avoidance; Compliance; MFP Integration; LCR; Production Fax; Scalability; Redundancy (Optional)	Fax Consolidation; Cost Avoidance; Compliance; Advanced Routing, MFP Integration; LCR; Production Fax; Scalability; Redundancy
Platform	Desktop of 1 U Rack	Desktop	2U Rack Mount or Desktop	2U Rack Mount or Desktop
Scalability	2 or 4 analog lines	2 or 4 lines	3, 8, 12 up to 16 analog lines	Fractional T1/E1 to Dual Span T1/E1
Advanced Client Compatibility	Windows, XP, VISTA, 7	Windows, XP, VISTA, 7, 2003 Server, 2008 Server, Terminal Server	Windows, XP, VISTA, 7, 2003 Server, 2008 Server, Terminal Server	Windows, XP, VISTA, 7, 2003 Server, 2008 Server, Terminal Server
Redundancy	No	No	Optional	RAID 1, Hot swap HDD, fans, power supply, and Dual NIC
Load Balance	No	Yes. Requires multiple FaxPress devices	Yes. Requires multiple FaxPress devices.	Yes. Requires multiple FaxPress devices
Automatic Inbound Routing	DID to DTMF, Line Routing	DID to DTMF, Line Routing, Caller ID (CID), and RTI	DID to DTMF, Line Routing, Caller ID (CID), and RTI	DNIS, ANI, RTI

Benefits of OpenText Fax Appliance, A102/A104 Edition

Sending a fax is as simple as adding a fax recipient from your address book or just imputing contact information into the Send Fax window.

- Fax Appliance offers a cover sheet option and allows users to add cover sheet notes and upload customized cover sheets
- Users are notified of transmission status on sent or received faxes via email or print
- Incoming faxes may be automatically printed, received as an email attachment, or saved on the network
- Users can also manage faxes via a web client using Internet Explorer, Firefox, Safari and Chrome
- Send faxes from a web client, print to a fax driver, or SMTP email

System administration is simplified through a unified administration utility.

- Manage users, devices, printers, cover sheets, reports, and system configuration
- Adding users is as simple as adding contacts to an address book
- Fax Appliance provides a straightforward and easy to sort view of your fax history
- Running reports by date or other fax information is simple and intuitive
- Easily migrate from legacy fax appliances

Appliance Fax to Email Integration

Serving as a link between Fax Appliance and the network email system, the email gateways included within OpenText FaxPress allows fax messages to be sent and received directly from a number of mail clients—Microsoft Outlook, Lotus Notes, Novell GroupWise, and most SMTP-compliant mail systems. A102/A104 appliances integrate with any SMTP-based email system without separate email gateways. As a result, your company has the benefit of centralized fax and email management, while users have the convenience of a unified messaging environment.

Production Faxing

OpenText Fax Appliance supports easy deployment of production faxing through the Drop Directory, allowing faxes to be sent without user intervention. The Drop Directory feature allows for an easily accessible directory for inbound faxes, allowing third party applications to retrieve the faxes stored there.

MFP Integration

OpenText Fax Appliance offers a complete scan-to-fax solution by integrating with popular scanners and multifunction printers, such as Canon, eCopy, EFI, Hewlett Packard, Microtek, Minolta, Ricoh, Sharp, Toshiba, and Xerox.

Learn more

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